

From: Gary Heine/=TMS/Toyota.

Sent:10/4/2007 4:09 PM.

To: [-] Tom Steger/=TMS/Toyota@Toyota; Clayton Meyer/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Ryan Black/=TMS/Toyota@Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota@Toyota.

Cc: [-] .

Bcc: [-] .

Subject: Fw: NBZM Toyota PQSS Executive Summary through 09-29-2007.

Regards,

Gary Heine

Quality Assurance Powertrain Manager

Toyota Customer Services Division

O- 310 468 2521

C- 310 977 0860

F- 310 381 7783

----- Forwarded by Gary Heine/TMS/Toyota on 10/04/2007 04:08 PM -----

"Enzweiler, Julie" <Julie.Enzweiler@nielsen.com>

10/04/2007 12:03 PM

To <greg_bryan@toyota.com>, <gordon_rush@toyota.com>

cc <Ray_Shinozaki@toyota.com>, <Randy_Wagner@toyota.com>, <Jeff_Northrup@toyota.com>, "Stephenson, Bill" <Bill.Stephenson@nielsen.com>, "Lamontagne, Michael" <Michael.Lamontagne@nielsen.com>, "Hamm, Scott" <Scott.Hamm@nielsen.com>, "Landry, Stephen" <Stephen.Landry@nielsen.com>, <craig_erickson@toyota.com>, <matt_allen@toyota.com>, <brian_lyons@toyota.com>, <Randy_Reida@toyota.com>, <Howard_Abrahams@toyota.com>, <Russell_Suzuki@toyota.com>, <Bill_Zlaket@toyota.com>, <Mike_Robinson@toyota.com>, <Gary_Heine@toyota.com>, <Bob_Nagai@toyota.com>, <Tom_Krembs@toyota.com>, "Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>
Subject NBZM Toyota PQSS Executive Summary through 09-29-2007

Hi Guys,

Attached you will find the Toyota Quality Executive Summary report reflecting data from September 16 - 29, 2007. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has also been updated with the latest information. This report contains multiple High Priority quality issues. Below you will find an Executive Summary of what is contained in this bi-weekly report.

Toyota

4Runner Current Generation

· Rattles

· Windshield – Double Vision

· Sulfur Smell

Camry Current Generation

· 4-cylinder and V6 Transmission Issues

Corolla Previous Generation

Engine Issues

Highlander Current Generation

· Possible Transmission Issues

· Front Bumper Quality

MR2 Spyder Overall

· Clutch Noise Issues

Prius Current Generation

· Comments on Unintended Acceleration

· Odor from A/C

· Inaccurate Fuel Gauge

- Traction Control
 - Inoperable 2007 Prius
- RAV4 Current Generation
- Acceleration Hesitation and Stereo Issue
 - Engine Noise and Vibration
- Consistent Problems
- Sienna Current Generation
- Poor Welding on Doors/Sliding Door Issues
- Liftgate Strut Issue
 - Paint Problems
 - Transmission Hesitation
- Tacoma Previous Generation
- Check Engine Light Illuminated/Error Codes

Lexus

Lexus GS400 Overall

- Whining Noises

Lexus IS350 Overall

- Brake TSB Issues

Lexus LS400 Overall

- Clunking Noise

Lexus LS460 Overall

- Excessive Wind Noise
- Tires losing Air Pressure

Lexus RX300 Overall

Drag during Deceleration

Lexus RX330 Overall

- Transmission Issues/Acceleration Hesitation
- Windshield Cracking
- Paint Chipping Issues

Lexus RX350 Overall

Transmission Issues/Acceleration Hesitation

Scion

Scion xB Overall

- Windshield Crack.

Thanks,
Julie

Julie A. Enzweiler
Director of Research

Nielsen BuzzMetrics
The Global Measurement Standard in Consumer-Generated Media

50 West RiverCenter Blvd.
Third Floor
Covington, KY 41011

859.905.4940 voice
859.653.3040 mobile
julie.enzweiler@buzzmetrics.com

www.nielsenbuzzmetrics.com
<http://www.nielsenbuzzmetrics.com/>